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## AHRQ's Primary Care Practice Facilitation Forum

# New & Noteworthy

### PCMH Resource Center

The primary care medical home, also referred to as the patient centered medical home (PCMH), advanced primary care, and the healthcare home, is a promising model for transforming the organization and delivery of primary care.

We provide implementers, decisionmakers, and researchers with access to evidence-based resources about the medical home and its potential to transform primary care and improve the quality, safety, efficiency, and effectiveness of U.S. health care.

Please visit us at <http://pcmh.ahrq.gov>.

*This electronic newsletter continues our efforts toward building a learning network for individuals with an interest in practice facilitation. We will use this listserv to share questions and answers submitted by learning forum members, as well as resources, research articles, and events of interest to the community.*

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### Upcoming Newsletter Topic:

#### *How to Encourage Primary Care Practices to Develop Continuity of Care with their Patients*

The next edition of this electronic newsletter will discuss panel management, the focus of [Module 20](#) in [The Practice Facilitation Handbook: Training Modules for New Facilitators and Their Trainers](#). Panel management, also known as population health management, is an approach to health care in which a primary care team plans proactively for the care of its entire population of patients. Key topics addressed in the upcoming newsletter will include the importance of panel management, determining panel size, empanelment, and tools and processes needed for effective panel management and population-based care.

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### What Do You Think?

For our upcoming newsletter, we'd like to include your opinions on the topic of panel management:

- How is patient care different in your practices that use panel management approaches?
- What tools and processes do you use with practices to ensure effective panel management?

*Please join the discussion by sending your thoughts to us at [PracticeFacilitation@mathematica-mpr.com](mailto:PracticeFacilitation@mathematica-mpr.com). We look forward to receiving your responses and sharing them in the next newsletter.*

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### Publication of Interest

Savarimuthu SM, Jensen AE, Schoenthaler A, Dembitzer A, Tenner C, Gillespie C, Schwartz MD and Sherman SE. **Developing a Toolkit for Panel Management: Improving Hypertension and Smoking Cessation Outcomes in Primary Care at the VA.** BMC Family Practice 2013. 14:176.

#### Published Abstract:

**Background:** As primary care practices evolve into medical homes, there is an increasing need for effective models to shift from visit-based to population-based strategies for care. However, most medical teams lack tools and training to manage panels of patients. As part of a study comparing different approaches to panel management at the Manhattan and Brooklyn campuses of the VA New York Harbor Healthcare System, we created a toolkit of strategies that non-clinician panel management assistants (PMAs) can use to enhance panel-wide outcomes in smoking cessation and hypertension.

**Methods:** We created the toolkit using: 1) literature review and consultation with outside experts, 2) key informant interviews with staff identified using snowball sampling, 3) pilot testing for feasibility and acceptability, and 4) further revision based on a survey of primary care providers and nurses.

These steps resulted in progressively refined strategies for the PMAs to support the primary care team.

**Results:** Literature review and expert consultation resulted in an extensive list of potentially useful strategies. Key informant interviews and staff surveys identified several areas of need for assistance, including help to manage the most challenging patients, providing care outside of the visit, connecting patients with existing resources, and providing additional patient education. The strategies identified were then grouped into 5 areas – continuous connection to care, education and connection to clinical resources, targeted behavior change counseling, adherence support, and patients with special needs.

**Conclusions:** Although panel management is a central aspect of patient-centered medical homes, providers and health care systems have little guidance or evidence as to how teams should accomplish this objective. We created a toolkit to help PMAs support the clinical care team for patients with hypertension or tobacco use. This toolkit development process could readily be adapted to other behaviors or conditions.

Access the full text at: <http://www.biomedcentral.com/1471-2296/14/176>

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## Upcoming Event

**PBRN Webinar: EHRs to Support Comprehensive, Coordinated Primary Care**

**Save the Date! February 28, 2014; 2:30 PM to 4:00 PM EST**

Presented by:

Alexander H. Krist, MD, Co-director, Ambulatory Care Outcomes Research Network, Virginia Commonwealth University

Christopher Lehmann, MD, Director, Clinical Informatics Education, Vanderbilt University

Jason M. Mitchell, MD, Medical Director, Clinical Informatics, American Academy of Family Physicians

James Mold, MD, Director, Oklahoma Physicians Research/Resource Network, University of Oklahoma Health Sciences Center

Robert Phillips, Jr., MD, Vice President of Research and Policy, American Board of Family Medicine

**Moderator:** Rebecca Roper, MS, MPH, Director, Practice-Based Research Network Initiative, Agency for Healthcare Research and Quality

The Agency for Healthcare Research and Quality (AHRQ) is hosting a webinar on needed Electronic Health Record (EHR) functionality to support the delivery of primary care. The expert panel will discuss the need for EHRs to move beyond documentation to interpreting and tracking information over time, supporting patient partnering activities, enabling team-based care, and allowing providers to use population-management tools to facilitate care delivery. The session will provide an interactive presentation of the recent publication, "Electronic health record functionality needed to better support primary care," Krist AH, et al. J Am Med Inform Assoc 2014;0:1–8. doi:10.1136/amiajnl-2013-002229

### **Submission of questions in advance is encouraged:**

Participants are requested to submit questions by February 14, via the webinar registration form or via an e-mail to [PBRN@abtassoc.com](mailto:PBRN@abtassoc.com).

Please, share this opportunity widely. To register, navigate to:

<https://www1.gotomeeting.com/register/876407152>. Click [here](#) to learn more about this and other PBRN events.

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## Managing Your Account

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